North Carolina Relay Standard Features Matrix
Revised: 6/1/02

Answering Machine Retrieval	This feature allows TRS callers to retrieve their answering machine or voice-mail messages through the CA.
ASCII Split Screen	This feature allows High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, it provides the interrupt capability, when appropriate, for the ASCII user and the voice party.
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.
Background Noises	During the call, TTY callers will be informed of background noises through the CAs typing in parenthesis.
Beeper and Pager access	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the TRS users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type – Temporary	System database ability to answer the incoming call based on the previous call's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).
Branding of Call Type – Permanent	System database ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.
CA Typing Speed	60 wpm.
CA 10-minute In-call replacement	CAs are required to stay with each inbound TRS call for a minimum of 10 minutes and with each inbound STS call for minimum of 15 minutes.
Caller ID	A network-based Caller ID feature. Relay calls placed through the Sprint network will provide the originating calling party number (ANI), or Caller ID information, through the local exchange carrier for all local and most long distance calls.
Caller ID Blockage	This feature allows TRS callers to block their ID on a per call or per line basis.
Caller ID – Per Call Block	This feature allows TRS callers to block their ID on a per call basis.
Caller ID – Per Line Block	This feature allows TRS callers to permanently block their ID by utilizing the TRS Customer Database profile.
Carrier of Choice	System database that allows TRS callers to choose their preferred carrier for intrastate, interstate, and international calls.
Cellular/PCS Phone Access	Allows the TRS Cellular customers to reach the TRS' 800 number(s) to complete relay calls.

Choice of Gender	Sprint Relay will accommodate requests for specific CA gender at the beginning of the call or, during a CA transfer.
Customer Database	Allows the TRS callers to enter specific information in a profile, i.e., carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc., to expedite their call set-up time.
• **Name and Address**	Caller's name and address. Available information could save valuable time when calling for emergency service.
• **Long Distance profile**	Caller's preferred carrier for In-State and Out-of-State long distance calls. Callers also can indicate their preferred billing option when placing long distance calls.
• **Frequently Dialed Numbers**	Up to 10 numbers, it allows "speed dial" calls through the TRS.
• **Outdial Information**	It allows the CA to be aware as to how the caller will answer the phone and in which language type they will communicate.
• **Customer Notes**	It informs CA of special requests to handle your call, i.e., do not announce the service, preferred operator gender, etc.
• **Call Block**	Callers may enter telephone numbers from which they do not wish to receive relay calls.
• **Outdial Restrictions**	Callers may restrict the type of call, i.e., long distance, international, 900, etc., to be placed through the TRS.
• **Emergency Numbers**	Callers may enter emergency numbers such as fire, doctor, police, etc., to expedite the emergency call processing.
Deaf-Blind Pacing (Slow-typing)	The system provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.
Delayed Call Announcer (Generic)	This feature alerts TRS callers that they are on-line and on hold for the next available CA when the call is not answered within 30 seconds. The message is, "WELCOME TO RELAY CENTER PLS HOLD FOR NEXT AVAILABLE CA."
Dialed Number Verification	This feature echoes the number calling to and the call type in the TTY dial string macro. This feature re-verifies the called number being dialed to ensure the accuracy of the type of call being placed.
Directory Assistance (Intrastate/Interstate)	This feature allows the TRS callers to reach the local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the TRS or call direct.
Emergency Calls (E911)	Through Sprint's E911 database, this service allows Sprint TRS to forward the call to the appropriate Public Safety Answering Point as quickly as possible.
Enhanced Modems	New modems have been deployed to support enhancements in ASCII communication protocols. The capabilities of Sprint's new modems include autodetection; connections with modems up to 19.2k; and faster ASCII detection (3 seconds).

Error Correction	Sprint TRS workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.
Gender ID	This feature provides the gender of CAs in the TTY/HCO/VCO greeting macros.
Hearing Carryover (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.
HCO-HCO	HCO users can contact HCO users through the TRS. The CA will voice to both parties what is typed on each user's TTY.
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: **TRS 1234F YOU MAY HEAR VOICE OR USE TTY GA**
HCO-TTY	HCO users can contact TTY users through the TRS. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.
Inbound International	From any International location outside the United States, TRS, STS, and Spanish callers can reach the TRS through Sprint's International inbound 10-digit number, 605-224-1837.
Intelligent Call Router	A dynamic call router technology that automatically and seamlessly routes TRS calls to the first available English or Spanish CA in the network.
Intercept Message	This feature provides intercept messages in voice and TTY in the event of a system failure occurrence within the TRS switch, center, or outbound circuits.
Internet Relay Access	This feature allows TRS users to place text-to-voice calls from the Internet. Sprint has developed the product and will make available to the State. A dedicated web URL address will be assigned to the State.
Last Number Redial	The TRS users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, **"LAST NUMBER REDIAL PLS GA"** or **"LNR GA".**
LEC Calling Services	Through the Customer Database feature, it allows the TRS callers to have traditional LEC services, i.e., Call Block, Frequently Called Numbers.
Local/Extended Area Service	Callers who subscribe to an extended area service plan will receive equivalent service through the TRS.
Machine Recording Capabilities ("Hot Key" Interactive Voice Response)	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.

Regional 800/888/877/866/855	This feature allows the TRS callers to reach the in-state 800/888/877/866/855 toll-free numbers.
Roaming Service	This feature allows relay calls to originate and terminate outside of the State.
Spanish to Spanish; Spanish to English Translation	Sprint offers Spanish Services, which provide Spanish to Spanish and English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.
Speech Disabled Indicator	The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.
Speech-to-Speech	Via dedicated STS toll-free access, it is the service for speech disabled customers who prefer to use their voice, with assistance from the CA if necessary, to communicate with the called party.
Speech-to-Speech/Spanish	Via dedicated STS toll-free access, it is the service for Spanish speech disabled customers who prefer to use their voice, with assistance from the Spanish CA if necessary, to communicate with the called party.
Speed of Answer (Service Level)	85% of calls answered within 10 seconds daily. It measures the time it takes the call to hit the CA position from the relay center call controller switch.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, TurboCode^{TM}, and Voice calls.
Toll Discounts	When TTY or Voice calls are carried over the Sprint network, in-state toll calls are discounted by xx% Day, xx% Evening, and xx% Night/ Weekend off the intrastate MTS rates and State-to-state toll calls are discounted by 50% off the interstate MTS rate.
Transfer Gate capabilities	The system's ability to transfer the TRS callers to Spanish gate, Speech-to-Speech gate, TTY Operator Service platform, and 24-hour Customer Service desk.
TRS Customer Service	On a 24x7 basis, TRS users will reach a live TRS Customer Service representative. TRS users may request for additional information about TRS-related services or to provide commendations and complaints. The toll free number is 1-800-676-3777 TTY/Voice/ ASCII.
TTY Operator Services (OSD)	Sprint's TTY Operator Services to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
TurboCode^{TM}	Enhanced baudot transmissions speed up to 110 words per minute. It'll enable the TRS TTY callers to have TurboCode^{TM} capability to interrupt during transmission.

E-Turbo Code/ Dial Through™	Sprint offers the Enhanced Turbo Code/Dial Through technology. E-Turbo transmits data faster than the current Turbo Code product. It permits E Turbo TTY users to pre-enter the phone number and other information to be used through TRS. Once connected to the TRS center, the information will be transferred and processed through the system without CA's assistance. It speeds up the relay call set-up therefore enhances the relay experience.
Two-line VCO	This feature allows a VCO caller with two telephone lines to use one line for speaking directly to the hearing person while the other line is used to receive the CA's typed responses at the same time. It provides a more natural flow of conversation without pauses required with single line calls.
Variable Time Stamp Macro	This feature (macro) enables the TRS callers to know when their called party has disconnected from the call.
Voice Carryover (VCO)	VCO allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA will type the voiced responses back to the VCO user who can read the typed messages across the TTY screen.
VCO Gated services	Through State's VCO 800 number access, VCO users' calls will be routed to primary and secondary VCO centers where their calls will be processed by a dedicated pool of VCO CAs.
VCO-HCO	VCO users can contact HCO users through the TRS. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro is: RELAY STATE 1234F VOICE (OR TYPE) NOW GA
VCO-TTY	VCO users can contact TTY users through the TRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to the VCO user without any CA interaction.
VCO-VCO	VCO users can contact other VCO users through the TRS. The CA will listen to VCO users speak and type the spoken words for the parties at both ends.
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the TRS. The CA will only type voiced responses back to the VCO user.
Voice Call progression	The system's ability to allow Voice or HCO callers to listen during call set-up, i.e., ringing or busy.
Voice Gender ID	This feature (macro) informs the outbound TTY caller of the gender of their caller.
900/800 Pay Per Call Services	Sprint provides a toll-free 900 number that allows the TRS users to make relay calls to any 900/800 Pay Per Call services.

7-1-1	With cooperation of Local Exchange carriers, wireless providers, and payphone vendors, Sprint Relay will accept 711 calls.

Optional Features

French to French; **French to English Translation**	Sprint offers French-Creole services, which provide French to French and English to French translation handled by proficient bilingual (French) CAs. Their workstations are modified to provide macros and other functions to the caller in French.
Speech-to-Speech/VCO	This service enables the VCO users to call the voice users through a STS CA. When the voice user's requests are not understood or there is a request for clarification, the CA will assist verbally as needed and as they are capable.
Video Relay Services	Through videoconferencing technology, this service enables American Sign Language users to speak through sign language interpreters when placing calls to the standard (voice) telephone users or vice versa.